

Notice of a Data Security Incident

New Horizons Medical, Inc. (“New Horizons”) is committed to protecting the security and privacy of the information we maintain. We recently responded to and addressed a data security incident that involved patient information. This notice explains the incident, the measures that have been taken, and some steps patients can take in response.

On April 19, 2023, we were alerted to potential unauthorized access to our IT network. Upon learning of this, we immediately launched an investigation and engaged a cybersecurity firm to assist. The investigation determined that an unauthorized party accessed some of our systems between the dates of February 12, 2023 and April 23, 2023 and may have accessed or acquired certain files.

Through our analysis, we determined that files that may have been involved in the incident contained information belonging to some New Horizons’ patients. The information varied by patient but could have included name and one or more of the following: address, date of birth, Social Security number, driver’s license number, financial account information, medical records number, health insurance plan member ID, claims data, diagnosis, and prescription information.

On June 16, 2023, New Horizons began mailing letters to individuals whose information may have been involved in the incident. In an abundance of caution, New Horizons is offering eligible individuals complimentary credit monitoring and identity protection services. In addition, New Horizons established a dedicated, toll-free call center to answer questions that individuals may have. If you believe your information was involved and have any questions about this incident, please call 866-982-5232, Monday through Friday, from 9:00 am – 7:00 pm, Eastern Time (excluding major U.S. holidays).

For patients whose information may have been involved in the incident, we recommend reviewing the statements they receive from their healthcare providers and contacting the relevant provider immediately if they see services they did not receive. We also encourage patients to remain vigilant to the possibility of fraud by reviewing their financial account statements for any suspicious activity. Patients should immediately report any suspicious activity to their financial institution.

We take this incident very seriously and sincerely regret any concern this may cause. To help prevent something like this from happening again, we have implemented additional safeguards and technical security measures to further protect and monitor our systems.